

Business continuity management system Post CH Ltd

Swiss Post is prepared for emergencies

Swiss Post fulfils its responsibility towards the Swiss population and business customers. Post CH Ltd takes precautions by means of continuity and emergency planning to ensure that events do not lead to existential consequences for Swiss Post's individual markets.

The business continuity management system (BCM) is coordinated with Swiss Post's crisis organization as a preventive element.

Purpose

The BCM has been set up with the aim of safeguarding the services provided by Swiss Post Ltd to the population and business customers in the event of an incident and to significantly increase Swiss Post's resilience in the long term.

Validity

The BCM system applies to all Group units and function units of Swiss Post Ltd and is coordinated with the BCM of PostFinance Ltd.

Features of the BCM

- Overall responsibility for BCM lies with the Executive Management.
- Strategic decision-making committees as well as an operational-tactical BCM specialist committee, with representation from the various Group and function units, have been set up. This also applies to Swiss Post's emergency and crisis organizations.
- Governance with regard to BCM ensures a systematic approach within the framework of the control loop.
- The activities of the different Swiss Post units are recorded on a roadmap, coordinated and monitored.
- The Information Security Management System for Informatics/Technology is certified according to ISO 22301/27001, and Swiss Post's BCM is based on the ISO 22301 standard.
- Regular consultations take place with federal agencies and other operators of critical infrastructure.
- Continuous improvement is ensured through annual assessments of the BCM's and crisis organizations' maturity.

Crisis management strategy

We apply the following crisis management strategies to ensure a rapid return to normal operations after an event:

- Redundancies in the Informatics unit, e.g. two redundant data centers with emergency power supply for fail-safe operation of the IT systems
- A dense branch network (PostalNetwork Ltd) to ensure the legally defined universal service mandate
- Switzerland-wide contingency planning for letter and parcel centers, including defined capacity reserves at critical locations
- Identification of critical processes and services with operational availability requirements by means of business impact analyses (BIA)
- Developing measures on the basis of BIAs and risk assessments
 - Emergency concepts
 - Failure mode (rescue, limit damage)
 - Emergency operation
 - Restart (measures to return to normal operation)
- Setting up task forces to deal with extraordinary risks such as energy shortages, with subsequent transfer of the work results to operations
- Verify effectiveness through exercises and tests in close coordination with Crisis Management

More information

For more information on Swiss Post CH Ltd's BCM and crisis management steps, please contact your Customer Advisor or Swiss Post Customer Service.